

JOB CENTRAL

Webinar

What is Job Central?

Job Central has replaced America's Job Bank as the National Job Bank system.

To review Job Central for Missouri,
visit the website:

<http://www.jobcentral.com/s-Missouri-jobs.asp>

**How many Job Central orders
are in our system now?**

Approximately 30% of the Toolbox 2.0
open job orders originate from Job
Central.

What jobs are we receiving from Job Central?

Job orders originate from several sources:

- Federal job listings as posted from USAJOBS.
- Job orders “scraped” from company websites of DirectEmployers consortium members.
- Other businesses who pay to post their job orders with Job Central.
- Job orders from another state’s workforce agency system.

NOTE: Job Central includes job orders from other States within a 50-mile radius of the Missouri border.

Job Central Process:

Uploading Job Central job orders into Toolbox2 and Missouri *CareerSource*

1. ITSD receives Job Central file every morning
2. ITSD uploads file into Toolbox & Missouri *CareerSource*
3. When Job Central file uploads, checks to see if we already have job order in system from previous upload
 - * If job is there, job order is skipped
4. Job Central files not found in system given a job order number and uploaded into system
5. If Job Central job orders listed in system have job order that new Job Central file did not have, system will CLOSE Job Central job order in system

NOTE: Since we only receive the initial job order, if a Job Central employer changes their job description, it will not be updated in Toolbox 2.0 or Missouri *CareerSource*.

Job Central Job Order in Toolbox

Typical "Job Central" order as it appears in Toolbox

Job Order - Job CENTRAL (Job Order 7307628)

Employer Query | Emp Summary | **Job Main** | Job Misc | Job Verification | Job Scratch Pad | Call In Info | Job Query

7307628 | 10/23/08 | *EC: CHILLICOTHE CAREER | Counselor: | *EJB: Y | *Supr: A | *DMD: Y | Status: O | 10/24/08

*Title: Manager Plant Cont Imprvmt | *O*NET: 11-1021.00 | General and Operations Managers | Experience: |

*Job Description:

Job Title Manager Plant Cont Imprvmt
Job Function Manufacturing / Operations
City Trenton

Job Requirements

Salary: | To: | Age: 18
Hours: | *Car: N
*Duration: Over 150 Days | Lifting: |
*Shifts: | *Comm: N | *Work: | *Dr Lic: N |

Days Off: ☐ Sat ☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri

Education

*Degree: N
Major: |
Lic/Cert: |
Lic/Cert: |

Skills:

Referral Instructions /Self Assisted Contact Methods:

For complete description and application instructions Ref. Contact: |
Phone: | Fax: |
Email: |

*☒ Go Direct ☐ Email ☐ Phone ☐ Fax ☐ Mail ☒ URL ☐ Ref Inst ☐ Office

Employer Job Site Info

CONAGRA FOODS
MO-TRENTON
TRENTON MC 64683

*No. Open: 1
*No. to Refer: 100
Referred: 0
Close Date: |

Employment Counselor Instructions:

https://sjobs.brassring.com/v1033/ASP/TG/cim_jobdetail.asp?
SID=8jobid=6942438type=search&JobReqLang=1&recordstart=1&Jo
FLC: | Clone Save Cancel

Job Central Job Order in Toolbox

Public View (MissouriCareerSource) for Job Seeker of Job Order

Job Title	#	Date	Location	Experience	Degree
Manager Plant Cont Imprvmt	7307628	10/24/2008	TRENTON, MO, 64683		None
Wage			Location	TRENTON, MO, 64683	
<p>Job Title Manager Plant Cont Imprvmt Job Function Manufacturing / Operations City Trenton State Missouri Full Time/Part Time Full Time Job Summary Leads implementation of plant ConAgra Performance Systems (CPS) implementation as the right hand of the Plant Manager. Responsible to coordinate the CPS implementation of the site. Works will all pillar owners to deliver needed process improvement to achieve results targets. SCOPE: Medium-sized operations, moderately complex. 7 years related experience. Position Responsibilities Leads implementation of plant ConAgra Performance Systems (CPS) implementation as the right hand of the Plant Manager. Responsible to coordinate the CPS implementation of the site. Works will all pillar owners to deliver needed process improvement to achieve results targets. Position Qualifications Medium-sized operations, moderately complex. 7 years related experience. AutoReqId 14802BR (JC8488044)</p>					
Open Date	10/24/2008		Close Date		
Experience					
Education					
Skills					
Shift					
Availability					
Days Off					
Openings	1		Work Schedule		
Lifting Capacity					
Driver License	None		Endorsements		
Job Benefits					
Commission	No				

Job Central Job Order in Toolbox

MissouriCareerSource Referral Instructions for Job Order

Referral Instructions

ConAgra Foods

In MO-TRENTON

Person: TRENTON, MO, 64683

Website: [https://sjobs.brassring.com/1033/ASP/TG/cim_jobdetail.asp?](https://sjobs.brassring.com/1033/ASP/TG/cim_jobdetail.asp?SID=&jobId=694243&type=search&JobReqLang=1&recordstart=1&JobSiteId=5192&JobSiteInfo=694243_5192&GQld=0&partnerid=99&siteid=5192)

[SID=&jobId=694243&type=search&JobReqLang=1&recordstart=1&JobSiteId=5192&JobSiteInfo=694243_5192&GQld=0&partnerid=99&siteid=5192](https://sjobs.brassring.com/1033/ASP/TG/cim_jobdetail.asp?SID=&jobId=694243&type=search&JobReqLang=1&recordstart=1&JobSiteId=5192&JobSiteInfo=694243_5192&GQld=0&partnerid=99&siteid=5192)

For complete description and application instructions <a href="https://sjobs.brassring.com/1033/ASP/TG/cim_jobdetail.asp?

SID=&jobId=694243&type=search&JobReqLang=1&recordstart=1&JobSiteId=5192&JobSiteInfo=694243_5192&GQld=0&partnerid=99&siteid=5192"

target="_blank">click here

Job Central Job Order in Toolbox

Link to Employer Site; Opens in New Browser Page

The screenshot displays the ConAgra Foods career website. The top navigation bar includes links for ABOUT US, ABOUT OUR BRANDS, B2B & FOODSERVICE, INVESTORS, PRESS ROOM, and CAREERS. A 'GO TO CONSUMER HOME' button is also present. The left sidebar contains links for CAREER SEARCH, CAREER VIDEOS, COMPANY OVERVIEW, WORKING AT CONAGRA FOODS, and LOCATIONS. The main content area is titled 'CAREER search' and features a breadcrumb trail: Home > Search openings > Search results > Job details. The 'Job details' section shows 'Job 1 of 1' with buttons for 'Submit to job', 'Send to friend', and 'Save to cart'. The job details are as follows:

Job Title	Manager Plant Continuous Improvement (Trenton MO)
Job Function	Manufacturing / Operations
City	Trenton
State	Missouri
Full Time/Part Time	Full Time
Job Summary	Leads implementation of plant ConAgra Performance Systems (CPS) implementation as the right hand of

Job Central Job Order in Toolbox

Job Central Job Order Information

The screenshot shows a web application interface for Job Central. At the top, there are tabs: Employer Query, Emp Summary, Job Main (selected), Job Misc, Job Verification, Job Scratch Pad, Call In Info, and Job Query. Below the tabs, the form contains the following fields and values:

- Job Order Number: 7307628
- Date: 10/23/08
- EC: CHILLICOTHE CAREER
- Counselor: (blank)
- EJB: Y
- Supr: A
- DWD: Y
- Status: O
- Status Date: 10/24/08
- Title: Manager Plant Cont Imprvmt
- O*NET: 11-1021.00
- General and Operations Managers
- Experience: (blank)
- Job Description: (blank)
- Job Title: Manager Plant Cont Imprvmt
- Job Function: Manufacturing / Operations
- City: Trenton

Job order number = Toolbox order number

Date = date job order was originally uploaded to Toolbox

EC = Career Center the zip code is assigned to (out of state will be blank)

Counselor = blank

EJB = Y

Supr = A

DWD = Y

Status = O (or if Closed will be a C)

Title = job order title sent in the file

ONET = O*NET code sent in the file

Experience = blank

Job Description = job description sent in the file

Job Central Job Order in Toolbox

Job Central Job Requirements Information

Job Requirements		Education		Skills
Salary: <input type="text"/>	To: <input type="text"/>	Age: <input type="text" value="18"/>	*Degree: <input type="text" value="N"/>	<input type="text"/>
Hours: <input type="text"/>		*Car: <input type="text" value="N"/>	Major: <input type="text"/>	<input type="text"/>
*Duration: <input type="text" value="Over 150 Days"/>		Lifting: <input type="text"/>	Lic/Cert: <input type="text"/>	<input type="text"/>
*Shifts: <input type="text"/>	*Comm: <input type="text" value="N"/>	*Dr Lic: <input type="text" value="N"/>	Lic/Cert: <input type="text"/>	<input type="text"/>
Days Off: <input type="checkbox"/> Sat <input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri				

Salary = blank

Hours = blank

Duration = Over 150 days

Shifts = blank

Comm = N

Work = blank

Days Off = blank

Age = 18

Car = N

Lifting = blank

Dr Lic = N

Degree = blank

Major = blank

Lic/Cert = blank

Skills = blank

Job Central Job Order in Toolbox

Job Central Job Order Referral Instructions/Self Assisted Contact

Referral Instructions /Self Assisted Contact Methods

For complete description and application instructions <a href="https://jobs.brassring.com/1033/ASP/TG/cim_jobdetail.asp?"

☒ Go Direct ☐ Email ☐ Phone ☐ Fax ☐ Mail ☒ URL ☐ Ref Inst ☐ Office

Ref. Contact:

Phone: Fax:

Email:

When the job seeker clicks on "How to Apply" , the URL of the employer website (shown above) will display to the Job Seeker on Missouri *CareerSource*.
NOTE: This is the URL that will take job seekers directly to the employer webpage.

No Contact information will be provided. All fields will be blank.

The referral checkbox option will always be:

- URL

Job Central Job Order in Toolbox

Job Central Job Order Employer Job Site and Counselor Information

Employer Job Site Info				Employment Counselor Instructions:	
CONAGRA FOODS		No. Open:	1	https://jobs.brassring.com/f1033/ASP/TG/cim_jobdetail.asp?	
MO-TRENTON		No. to Refer:	100	SID=&jobid=694243&type=search&JobReqlang=1&recordstart=1&jo	
		Referred:	0		
TRENTON	MC 64683	Close Date:		FLC:	
				Clone	Save
				Cancel	

Employer Job Site Info = employer name and address

No. Open = always "1"

No. to Refer = defaults to "100"

Referred = shows the number referred (self and staff referrals)

Close Date = blank

FLC = blank

Employment Counselor Instructions = the URL of the company website or application page for the company

MISSOURI CAREERSOURCE:
JOB SEEKER QUESTIONS

Why do I get so many results back when I do a search?

In addition to job orders posted directly to Missouri *CareerSource*, job orders are now received from Job Central, which is a National Job Bank.

Missouri is receiving jobs that employers have entered into the Job Central database and jobs that are in the surrounding States.

Why do I get Out-of-State jobs when I do a search?

Missouri receives job orders from Job Central originating from States surrounding our borders for up to 50 miles.

If you are searching based on a zip code that is close to the Missouri border, you might get out-of-state jobs received from Job Central.

What can I do when I get too many search results back?

You can narrow your search by returning to the Search page and making the following criteria changes.

- 1) Change your "mileage" range
- 2) Enter a "minimum wage"
- 3) Enter a "Shift"

Adding these search criteria should return fewer results.

**Why do some of the jobs have a
(JC#####) at the end of the
Job Description?**

This “JC Number” indicates that the
job order came from Job Central.

Why do some of the job orders have foreign characters in the Job Description?

When employers copy and paste their Job Description from one formatted document to Missouri *CareerSource*, sometimes the text will not display the characters in the correct format.

DWD is working to clean-up these job descriptions.

Why are the application instructions garbled?

In most cases, instructions are presented with the entire web address for the application. This is presented written in HTML ("href="https://...).

Job seekers should click on the blue link to access the application site.

Why are the application instructions garbled?

In the example below, if an individual is going to "copy and paste" the URL into an Internet application window, the yellow text is the URL information needed to access the site.

(NOTE: Following "a href=", include all text in between the first and second quotation marks.)

Example:

`https://citi.taleo.net/servlets/CareerSection?art_ip_action=FlowDispatcher&flowTypeNo=13&pageSeq=2&reqNo=633779&art_servlet_language=en&csNo=2`
ype this URL to apply or For complete description and application instructions

`<a href=`

`"https://citi.taleo.net/servlets/CareerSection?art_ip_action=FlowDispatcher&flowTypeNo=13&pageSeq=2&reqNo=633779&art_servlet_language=en&csNo=2`

`" target="_blank">click here`

**When I click on “How To Apply”,
should I click on the blue link to
apply for the job?**

Yes.

When I click on the blue link, it opens another Internet window. Why?

Opening the employer site in a new window allows job seekers to apply for that job by following the instructions on the page.

They can then close the window to return to the Missouri *CareerSource* page and continue their search.

What do I do if the blue link brings up an error?

This would indicate that the employer has something wrong with their webpage. You can try again later.

You can also report the error page in an email to: dwdsupport@ded.mo.gov.
(NOTE: Include the Job Order # and Title of the job.)

I click the blue link, but nothing happens. What am I doing wrong?

The company's application site will open in a new window. If you already have more than one Internet window open, the link opened that page in a separate open Internet window.

I click the blue link, but nothing happens. What am I doing wrong?

In some cases, the computer's pop-up blocker may prevent this page from opening. Job seekers should disable popup blockers if this problem is experienced.

Why do some jobs have nothing shown for “Education” but in the Job Description it requires a Bachelor’s Degree?

Job Central job orders only display Education, Experience and other job requirements in the Job Description.

When working with a job seeker who has found a Job Central order from Missouri *Career*Source, a bad page error appears when clicking on the application URL. What should I do?

DWD Technical Support will assist you. Contact support staff by email: dwdsupport@ded.mo.gov or phone: 1-866-506-0251.

TOOLBOX 2: STAFF USER QUESTIONS

How often do we receive Job Central job orders?

A new file is received every morning,
Monday through Friday.

**Job Central job orders are listed
under the Employer called:
JOB CENTRAL**

**FEIN is: 99-9999990
UI ID is: EX_OTH**

**PLEASE DO NOT MAKE ANY CHANGES
TO THIS EMPLOYER SITE!!**

Job Seeker Individual Job Order Search

Job Central job orders will be included when performing an individual job order match for a job seeker, and when reviewing the job order match results.

Job Seeker Individual Job Order Search

There are several ways to identify a Job Central job order in Toolbox.

- The Counselor box on the job order will be blank.
- At the end of the Job Description you will see "(JC#####)"
- In the gray area of the job order screen it will say "Job Order – JOB CENTRAL (99-99999990)."

Job Seeker Individual Job Order Referrals

When referring a job seeker to a Job Central job, please be sure to provide the correct URL for the employer's job opening.

Remember, when creating the referral you should print the referral letter, which will provide the URL.

Job Seeker Individual Job Order Criteria

When reviewing job orders for job seeker referrals, please ensure you read the Job Description. This is usually where Job Central job orders list specific requirements needed for the job, such as education and experience.

NOTE: None of this search criteria is included when conducting a job match, since it is not imported from Job Central job orders.

How can we tell if a job order is a Job Central order?

At the top of the page in grey it will say "Job Order – JOB CENTRAL(99-99999999)"

I found the Job Central worksite (999999990), but I cannot contact the employer. Should I inactivate this site?

NO – This site has been created specifically for Job Central orders.

**PLEASE DO NOT MAKE ANY CHANGES
IN THE JOB CENTRAL WORKSITE!**

If you have questions, contact DWD Central Office Technical Support @
dwdsupport@ded.mo.gov

How can we tell who the actual employer is for a Job Central order?

Check the “Employer Job Site Info” box in the lower left corner of the “Job Main” page. The employer and city will be listed.

Do staff have to work the Job Central job orders by performing seeker matches on these orders?

No, staff do not have to work job orders from Job Central by doing seeker matching and call-ins on the job orders.

Who will “manage” Job Central job orders?

Job Central job orders will be DWD managed with no assigned counselor.

Why do I get so many Job Central job orders when I do an Individual Job Order Search on a Job Seeker?

Thousands of Job Central job orders are received every day and uploaded into our system.

Why do we have so many Out-of-State jobs from Job Central?

Job Central sends job orders from states surrounding Missouri within a 50 mile perimeter of Missouri's borders.

How can I narrow my search so I won't have so many Job Central job orders when doing an Individual Job Order Search?

- You can enter a "Salary" amount

NOTE: Job Central job orders do not otherwise have a "salary" amount listed

- You can enter "Shifts"

NOTE: Job Central job orders do not otherwise have "shifts" marked on their job orders.

Why are none of the job details fields completed – salary, days worked etc.?

This information was not provided in field format in the Job Central file.

In most cases, this information is contained within the job description.

The job seeker will be able to read the information, but cannot use these fields as job search criteria.

If Job Central has a job order with no city or zip code provided, what happens to those job orders?

These job orders will still be uploaded into Toolbox 2.0 and Missouri *CareerSource*. Since there is no zip code or city provided, the location search criteria will not return results including these jobs.

If Job Central has a job order with no city or zip code provided, what happens to those job orders?

Staff can search by Central Office from the Job Query tab and these jobs will be listed. Questions regarding these orders should be sent to dwdsupport@ded.mo.gov.

A job order lists the zip code as 99999. Why is this happening?

Job Central job orders sent to us without a zip code will be assigned 99999 as the zip code when the order is loaded into our system. These orders will automatically be assigned to Central Office. Questions regarding these orders should be sent to dwdsupport@ded.mo.gov.

I matched a Job Central job order to a Job Seeker who is interested in that job. What do I do?

It is okay to refer the job seeker to the Job Central job order.

First ensure you read the Job Description to the Job Seeker in case there are Job Order requirements listed within the Job Description that the seeker needs to be aware of.

I matched a Job Central job order to a Job Seeker who is interested in that job. What do I do?

You can refer job seekers by selecting the “Create Referral” icon.

Print the Referral Letter and provide this document to job seekers so they can enter the correct URL to apply for the Job Central job opening.

HELPFUL HINT:

To provide a more effective search experience, it would be helpful if staff would go with the job seeker to the Resource Room computer, look up the desired job for referral by Job Number, then select the URL to go to the employer's site for application information.

Will Job Central job order referrals be captured in the total referral number?

Yes. Both staff and self referrals are captured in the total number of referrals for Job Central job orders.

When there are out-of-state referrals, will they be tied to our Missouri performance? If yes how? What is the impact? How is it reflected in WRIS data?

Through Job Central, we are making more out-of-state job openings available to our job seekers.

**When there are out-of-state referrals,
will they be tied to our Missouri
performance?**

**We might find that more of our
Missouri *CareerSource* job seekers and
Career Center customers are entering
employment outside Missouri borders.
Any seeker with a Missouri *CareerSource*
registration who gets a countable service
(such as a job referral) will end up in our
Wagner-Peyser performance after they
exit.**

When there are out-of-state referrals, will they be tied to our Missouri performance?

We run our Wagner-Peyser exiters through the Wage Record Interchange System (WRIS), so we will be able to pick up our entered employment, retention, and earnings measures on these customers who take jobs outside the state, just like we did before the addition of the Job Central orders.

Should staff be entering “hire” information for Job Central job orders? (assuming we hear back from job seeker or company)

Staff should enter the “hire” information on the job order if they hear back from the customer. The system is not designed for the flow of feedback from the employer.

When the job seeker accesses the job site, it says the job is closed. What should I do?

The jobs from Job Central are refreshed each day. Closed jobs should be purged on the next day's load.

Career Center Staff/Job Seekers see position(s) as open. Staff know that the positions are closed. Why is this happening?

Job Central “scrapes” jobs from employer websites and shows them as “open” unless the employer removes them from their own corporate website and designates them appropriately.

Career Center Staff/Job Seekers see position(s) as open. Staff know that the positions are closed. Why is this happening?

Employers who have their job openings listed with Missouri *CareerSource* and Job Central may not have “closed” the positions on their employer website.

**Are staff responsible for Closing
Job Central jobs?**

No

What do we do if we receive complaints from job seekers that a job order is closed when they access the application URL?

Explain to job seekers that we are sorry for the inconvenience, but at the time we received the job it was open and it appears that the employer has since closed the job order.

What do we do if a Job Seeker has a complaint about a Job Central Employer?

Staff should follow the existing protocol for inappropriate job listings. Contact DWD Central Office Technical Support to report the situation.

dwdsupport@ded.mo.gov

When trying to refer a job seeker to a Job Central job order, I get an error regarding O*NET. Why does this happen? What should I do?

When there is an O*NET error, it is likely that the O*NET code received from Job Central is inactive in Toolbox 2.0.

If staff encounter this problem, they can contact DWD Support by email: dwdsupport@ded.mo.gov or phone: 1-866-506-0251 to have the O*NET code corrected.

When working with a job seeker who has found a Job Central order from MissouriCareerSource, a bad page error appears when clicking on the application URL. What should I do?

DWD Technical Support will assist you.

Contact support staff by email: dwdsupport@ded.mo.gov
or phone: 1-866-506-0251.